



EX PARTE OR LATE FILED

Celia Nogales
Director - Federal Relations

August 31, 1998

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AUG 31 1998

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
1919 M Street, NW
Room 222
Washington, DC 20554

ORIGINAL

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ex Parte Statement
CC Docket 95-155 and
NSD File # L-98-85

Dear Ms. Salas:

On August 28, 1998, Celia Nogales and Charron Cox of Ameritech, Marie Breslin and Ellen Oteo of Bell Atlantic, Cindy Cox and Jerry Latham of Bellsouth, and Link Brown and Dennis Wheatley of SBC met with Anna Gomez, Deputy Chief, Network Services Division, Marty Schwimmer, and Judy Albert. The attached document, which includes a brief history of toll-free service regulations, a technical description of the service, and a review of the comments filed by the RBOCs in the above referenced proceeding, was used as part of our discussion.

Sincerely,

A handwritten signature in cursive script, appearing to read "Celia Nogales".

Attachment

cc: A. Gomez
M. Schwimmer
J. Albert

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List ABCDE

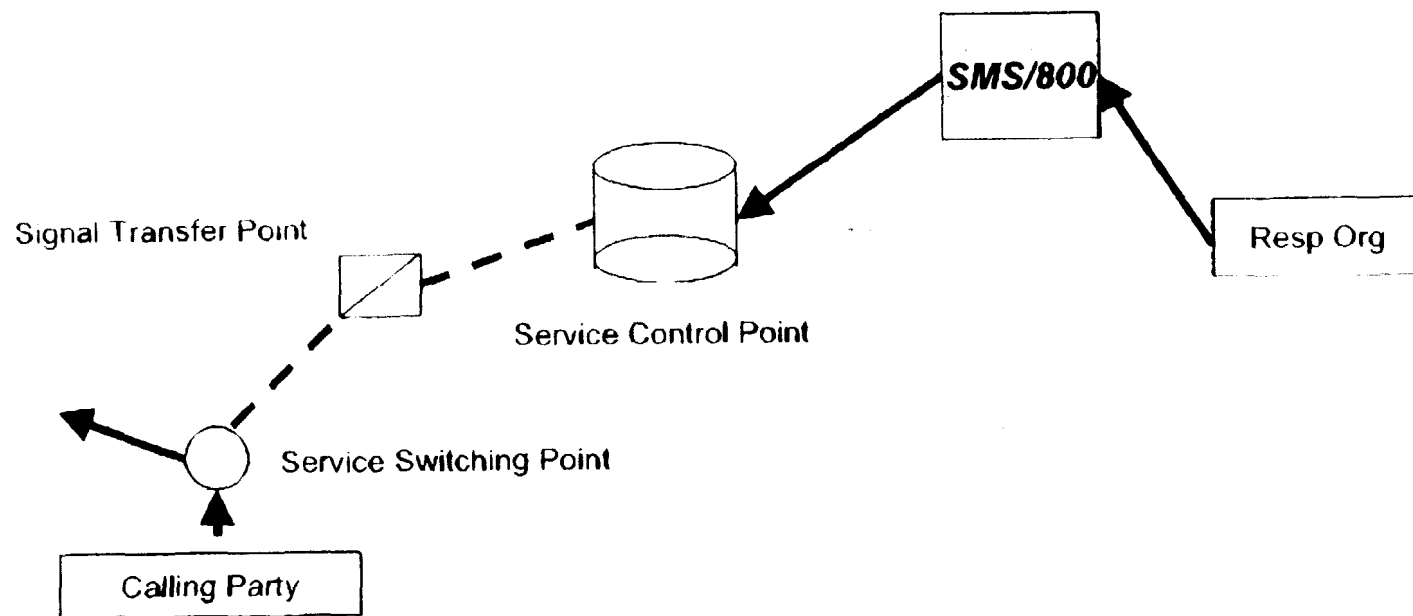
SMS/800

Regional Bell Operating Company (RBOC) Ex Parte with the Federal Communications Commission

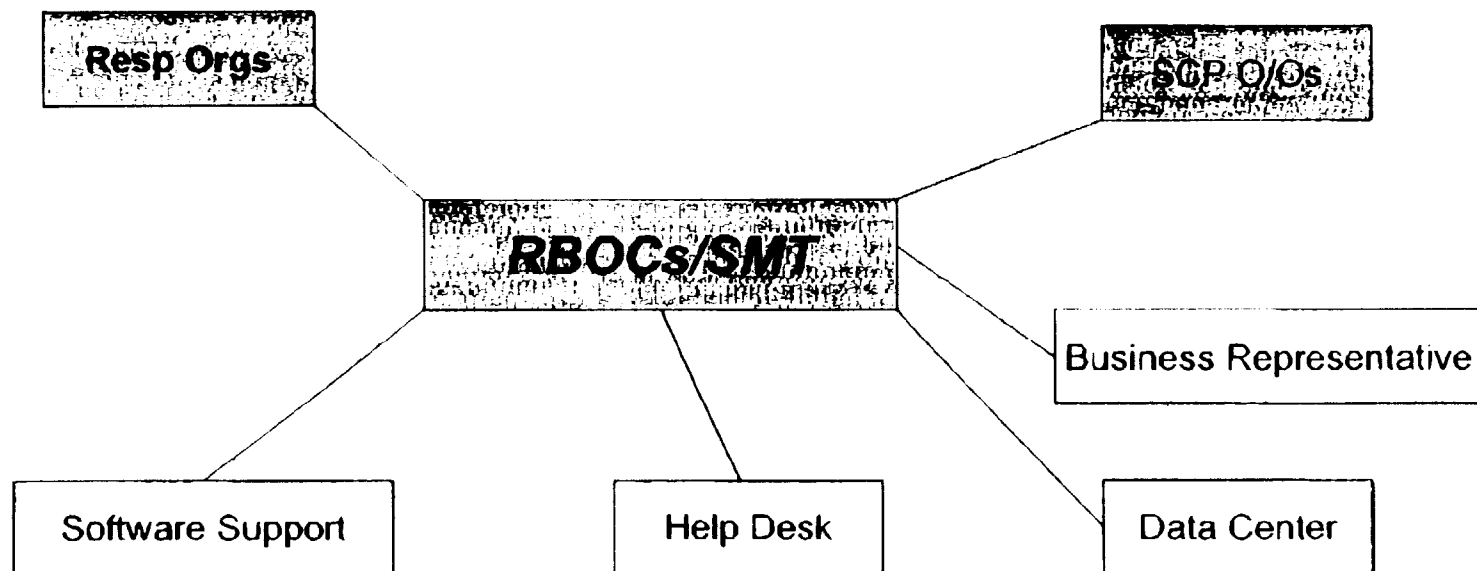
Background Information:

- 1) The RBOCs manage the SMS/800 system because they were ordered to do so by the FCC
- 2) FCC Order in Docket 93-129 found that the tariff rates and methodologies were "just and reasonable"
- 3) The subcontractors involved in the provision of SMS/800 Services have rightly been selected by the RBOCs, as the provider of those services
- 4) The SMS/800 Data Center contract was awarded to Southwestern Bell Telephone Company (SWBT) following the completion of a competitively neutral Request For Proposal (RFP) process administered by Nolan Norton & Company (experts in data center outsourcing activities)
- 5) The RBOCs work closely with the users of the SMS/800 system to assure that users are aware of proposed changes to the system, and that those changes meet the users needs
- 6) The RBOCs initiated contact with the FCC and voluntarily worked with the FCC for over a year to define a refund process and obtain the necessary grants of forbearance to allow the refund

Toll Free Call Flow



SMS/800 Service Contract Structure



SMS/800 Service

Subcontractor Responsibilities

- **SMS/800 Software Support**
 - Software maintenance and new feature enhancement
 - Level 2 application support
 - MGI user support
 - Site support, system restoration, etc..
- **SMS/800 Help Desk**
 - Primary user support center
 - New Resp Org processing
 - System scheduling
 - Reports administration
- **SMS/800 Data Center**
 - Hardware operations and maintenance
 - Security administration
 - SCP O/O support
 - Performance monitoring
- **Business Representative**
 - Day-to-day management and oversight on behalf of the SMT
 - Industry interface and escalation role
 - Billing and collections user interface

SMS/800

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Additional Information:

- 1) The RBOCs have, through their continuing efforts to reduce costs and streamline operations, reduced costs per Toll Free number by more than 50% since the implementation of number portability in May 1993.
- 2) The SMS/800 is constantly being enhanced and expanded to accommodate the latest technology advances
- 3) The most recent independent, third-party survey of Resp Orgs, which was sent to all Resp Org users, indicated no concerns with the quality of the services provided to Resp Orgs or the manner in which those services are provided
- 4) SMS/800 financial records are maintained by DSMI on behalf of the RBOCs and are fully auditable by the FCC